

# Information for New Residents

**2026**





## Welcome to your New Home!

Inside you'll find information about the services offered by Pembroke St EMB

If there's anything you're unsure of, please call into the Estate Office at 102 Pembroke Street. We're open from 8am - 4pm Monday to Friday. Or you can call us on 607277.

If you'd rather email us, it's:  
[office@pembrokestreet.co.uk](mailto:office@pembrokestreet.co.uk)

Please also visit our website at:  
[www.pembrokestreet.co.uk](http://www.pembrokestreet.co.uk)

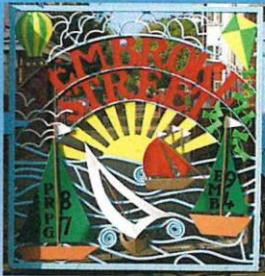
You can also receive updates by heading to Facebook,  
Search for and follow:

[@PembrokeEMB](https://www.facebook.com/@PembrokeEMB)

We hope you will be very happy in your new home.



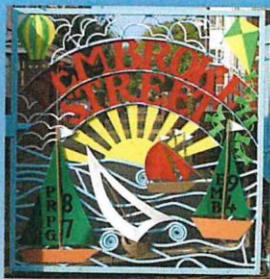
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# Introduction



Pembroke Street Estate Management Board (PEMB) began as a residents campaign group in the 1980's. Local people wanted to see improvements to the standard of their homes and a better way of life. By the mid-1990's a major refurbishment programme had taken place, led by residents and funded by Government money, offering a brighter future for the residents.

Running alongside the major refurbishment of the estate, a number of other projects were established helping to breath new life into the neighbourhood. These projects included a youth club, social groups, a credit union, community art work and employment training schemes.

PEMB was set up as a not for profit limited company in 1994 to manage the properties on the Pembroke estate. It has proved a great success. Everyone who lives on the estate is a member of the company and can also be nominated to sit on the board of directors.

If you're interested in finding out more, please get in touch with the estate office where you can pick up a copy of our 30th Anniversary booklet. There is also more information on our website at [www.pembrokestreet.co.uk](http://www.pembrokestreet.co.uk)



# Utilities & Insurance



Here is a reminder of a few things to do when you move into your new home:

- Take a water meter reading and contact South West Water on 0344 346 2020 to let them know you're the new tenant and to set up a new water account. The EMB can let you know where your water meter is located.
- Contact British Gas to register your gas and electricity accounts. Later in this booklet, there is a section about gas and electricity provided by 'Green Energy Switch' who work with PEMB and PCH to assist with managing this process.
- Consider taking out contents insurance to cover your belongings in the event of an accidental damage or theft. PCH have teamed up with 'Thistle Tenant Risks' to provide a competitive insurance package. Please visit <https://www.plymouthcommunityhomes.co.uk/your-home/help-and-advice/money-advice/contents-insurance> or contact the estate office for more details.
- PEMB will arrange a home visit a few weeks into your tenancy to make sure you are settling in and to answer any other questions you might have.



# The Office & Staff Team



The Estate Management Board (EMB) Office is open between 8am – 4pm – Monday to Friday

The Telephone number for all enquiries is: 01752 607277

The Office address is:

102 Pembroke Street - Devonport – Plymouth - PL1 4JT

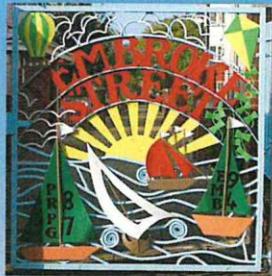
In addition you can e mail the office on:

[office@pembrokestreet.co.uk](mailto:office@pembrokestreet.co.uk)

Staff are available to help and advise on any aspect of your tenancy. We can offer general guidance on a variety of topics. If we don't have an answer, we will do our best to find out on your behalf. We can also signpost you to organisations who deal with specific issues when requested to do so – if you have a question or query do not hesitate to ask.



# Reporting Repairs



## Standard and Emergency Repairs

PEMB is usually able to complete most repair jobs in half the target time that Plymouth Community Homes have to complete the same job on other estates. This means that an emergency will be completed on the same day and a standard job will be completed within 10 working days.

**All repair requests should be reported directly to the office either by calling in person or telephoning 01752 607277 or emailing [office@pembrokestreet.co.uk](mailto:office@pembrokestreet.co.uk)**

Please make sure that you leave your contact details including an up to date phone number.

It is also important to make sure that you keep any appointments that are made or that you call us if you need to cancel or rearrange an appointment.

Please do not ask the repairs & maintenance staff on the estate to take repairs requests. All repairs must be reported through the office directly by the tenant or leaseholder to ensure they are logged and actioned.

Some repairs will be referred to PCH, but PEMB can take care of that for you and if anything needs to be chased up after the initial repair request has been logged, PEMB can take care of that too.

## Emergency Repairs

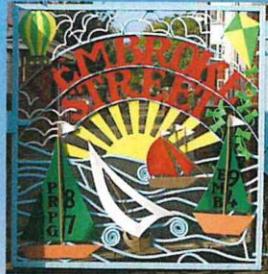
If you have an emergency issue, please contact the Pembroke Street estate office as we should be able to offer immediate assistance.

Outside of weekday office hours or during bank holiday periods, you can call Plymouth Community Homes (PCH) on

**0800 694 3101**. If necessary remind them that PCH look after the Pembroke Street properties out of hours.



# Damp & Mould



Damp and mould in the home can be a serious health hazard, causing breathing difficulties and other health problems. Sometimes, damp is caused by a building fault e.g. a leaking roof. But more often it is caused by not ventilating the home adequately. We all produce moisture in the air just from breathing, whilst boiling kettles and pans simmering on the hob, along with having showers and baths all contribute to moisture build up. If not allowed to escape, moisture condenses on cold surfaces, forming water droplets which can lead to mould.

There are some simple things you can do to prevent damp and mould from becoming a problem:

- **Open windows regularly to ventilate your home.** It can be tempting to leave windows closed during the winter to keep the heat in, but opening your windows for a short time helps to let the moisture in your home to escape.
- **Use the trickle vents on your windows** which allow air to circulate.
- **Wipe away condensation** with a dry cloth.
- **Run your heating** at a low temperature in all rooms if you can.
- **Don't dry clothes on radiators.** If you dry clothes indoors, make sure you ventilate the room.
- **Use the extractor fans in your kitchen and bathroom** to extract moist air. Remember to report any faults to the estate office.
- **Try to avoid overfilling rooms with furniture.** Air needs to be able to circulate around the room.
- **Keep an eye out for leaks.** Clean up any spills straight away and look out for areas where water can escape e.g. broken shower seals or peeling silicone sealant around floors or worktops. Contact the estate office if you need to get any items repaired.
- **If you do suspect there is a damp issue caused by an external leak,** please contact the estate office as soon as possible so that we can investigate.

# Cleaning & Maintenance



Pembroke EMB takes care of all the cleaning and maintenance on the estate. Every stairwell is cleaned weekly. Please make sure you help to keep the stairwells clean by disposing of household rubbish to the bulk bins and cleaning up any spillages straight away.

The communal grass is cut throughout the Spring and Summer and the litter bins are regularly emptied. Please make sure you make use of the litter bins.

We welcome responsible dog owners, but ask that all dog mess is collected and bagged straight away. Please report any dog fouling to the estate office.

The gardens on Pembroke Street are updated annually with the introduction of new plants and hanging baskets. Sometimes, plants will be pulled out by children. Please encourage everyone to look after the communal gardens so that they can be enjoyed by visitors and residents alike.



# Rubbish & Recycling



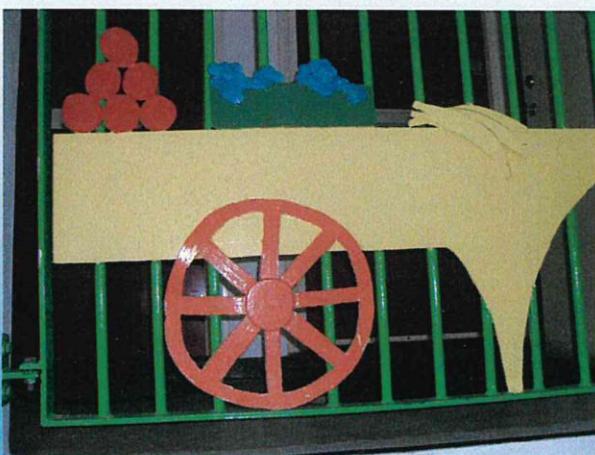
**It is your responsibility to ensure that all household rubbish is disposed of in the correct way.**

Please make sure that you do not leave rubbish bags outside your front door as this is unpleasant for your neighbours. It can cause odours and stain the floors. If you're unable to carry the bags down to the bulk bins right away, please keep the rubbish inside your flat.

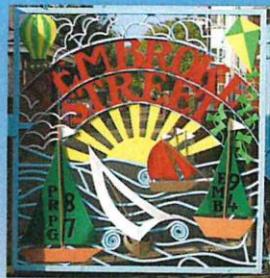
When using the external bulk bins please make sure that you make equal use of all the available bins, not just the nearest one. If the bin lid can't be closed, the seagulls will rip open the rubbish bags. General household waste such as food and nappies are a health hazard and can attract rats. Please make sure you help to keep the estate clean and tidy. All the general waste bins are emptied weekly, so you shouldn't have to walk far to find a bin with space.

Clean recycling waste should be flat packed and placed loose in the green bins (not in black bin bags). You can recycle glass bottles, jars, newspapers, magazines, cardboard, plastics, food/drink cans, aerosols and tin foil. Recycling waste is collected every two weeks. Please make sure that you don't place any general household rubbish in the bins—including any old electrical items or plastic toys etc—as the Council will leave the bin unemptied and the entire bin is classed as 'contaminated waste' which can't be recycled.

**Please encourage children to use the litter bins on the estate and not to drop litter.**



# What Can I Recycle?



## Category Items you can recycle

### Paper

- Newspapers
- Magazines
- Telephone directories
- Brochures
- Leaflets
- Mail order catalogues
- Office type paper (including printer, photocopier and note paper)
- Shredded paper
- Envelopes (including plastic window type)
- Gift wrapping paper
- Greetings cards

### Cardboard

- Food packaging cardboard (including cereal boxes, cardboard sleeves from ready meals, cardboard egg boxes, toothpaste boxes)
- Cardboards tubes (including toilet roll tubes and kitchen roll tubes)

### Cans and metals

- Food cans (including soup, pet food, fish, meat, fruit and vegetable cans)
- Soft drinks cans (including fizzy drinks cans)
- Alcoholic drink cans (including beer and cider cans)
- Biscuit and sweet tins
- Aerosols empty
- Foil sheet
- Takeaway containers
- Readymade food containers (e.g. pie and cake dishes)

### Plastics

- Soft drinks plastic bottles (including fizzy drinks bottles, milk bottles and water bottles)
- Alcoholic drinks bottles (including cider bottles)
- Detergent plastic bottles (including washing machine liquid detergent bottles, fabric softener, washing up liquid and cleaning liquid bottles)
- Cosmetic plastic bottles (including shampoo and conditioner bottles, hand wash bottles and moisture cream bottles)
- Yogurt pots and similar packaging
- Margarine and food trays
- Fruit/punnet containers

### Glass

- Glass bottles and jars – all colours



# Bulky Waste



Bulky waste is used to describe any unwanted household items. These are usually larger items of furniture such as sofas, fridges, TV's, beds etc that cannot be disposed of in the bins. The City Council will not empty any communal bins that contain these items.

If you have access to a vehicle and the items will fit, the easiest way to dispose of them is to take them to the recycling centre yourself. There are two centres at Chelson Meadow or Weston Mill. Please ask at the office if you need more information.

If you don't have your own transport or the item won't fit in your vehicle, there are other options available:

## 1. Plymouth City Council—Bulky Waste collection

You can book a bulky waste collection with Plymouth City Council online at [www.plymouth.gov.uk/bulky-waste-collection](http://www.plymouth.gov.uk/bulky-waste-collection)

The cost of this service depends on the items and how many there are to collect. The minimum charge of £29 (as of January 2025) is non-refundable and some items can count as 2 to 3 items due to their size. If you receive Council Tax Support, you are entitled to two separate half price collections in a 12 month period.

You will need to provide your Council Tax reference number or your Council Tax Support benefit reference number when you book a collection. You can find these on your Council Tax bill or your Council Tax Support award letter. Please book a collection as soon as you know you will need it as it can take several weeks before a collection date is available. If you cannot get the items into the street for collection, let the office know, and we will do our best to help.

## 2. Plymouth Furniture Re-use Project

**Free Collection of Old Unwanted Domestic Appliances (Washing Machines, Fridges, Freezers, Tumble Driers etc)** Call 600277 or head to [www.furniturereuse.charity/](http://www.furniturereuse.charity/)

There are also other furniture recycling projects who may take items free of charge if they are in good condition. Please contact the office for more details. Furniture normally needs to be in good condition. Sofas and other upholstered products must still have the relevant fire safety labelling attached to the item.



# Fire Safety Policy



Plymouth Community Homes Fire Safety Policy states that all communal stairwells must be kept free of obstructions at all times.

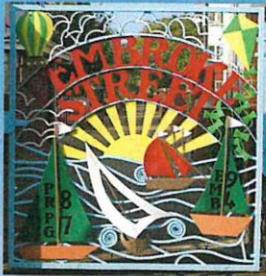
Please make sure that you do not store any items in the stairwell such as prams, bikes or unwanted items. This includes the entrance to the block on the ground floor. Regular access to the ground floor cupboards is needed for safety checks and access to the electrical supply when carrying out repairs. Regular checks of the stairwells are made and if warning notes are ignored, items can be removed.

**Please make use of your outside storage shed. If you live on the top floor and there is a loft hatch, it is not permitted to use the loft to store any possessions**

For ground floor residents, sheds and other garden storage containers must be 1.5 metres from the property to comply with the fire safety policy.



# Washing Lines



Ground floor flats have their own washing lines within their private gardens. Upper floor flats have one washing line to share between each floor of 3 flats.

Due to damage caused to washing lines, the EMB has a preference of issuing washing lines to tenants who are willing to take responsibility for them e.g. store them in their shed when not in use, but the line needs to be made available to other residents on days/times agreed between you.

If you are unsure if a washing line has been allocated for your use, check with your neighbours first and then if you're still in doubt, please contact the estate office.

It is up to residents to agree on mutually convenient days/times that the washing line can be used. The EMB only needs to get involved if a resident doesn't have access to a washing line.



# Being Considerate to your Neighbours



Everyone has the right to enjoy life in their own way, providing they show consideration for their neighbours.

Pembroke EMB is aware of the potential problems that can arise from people living in close proximity to one another.

Being a considerate neighbour is something that all tenants discuss and agree to, before they are allocated a property. The Estate Management Board takes this issue very seriously.

Information is contained within the 'Good Neighbour Agreement' which is provided at the start of the tenancy. In particular you are asked to:

- **Avoid late night noise**
- **Avoid loud TV or music**
- **Encourage your children to behave in a responsible way**
- **Take reasonable care of communal areas including external grass and shrub areas and to clean up any spillages and dispose of litter in the bins**
- **Clean up after your dog**

Please try to behave with consideration for your neighbours. If you do have an issue with a neighbour, it may be easier to speak directly to the person concerned, before contacting the estate office. Remember to be calm, polite and focus on possible solutions to the issue – never swear or become aggressive.



# Reporting Anti Social Behaviour



For any more persistent or serious issues which could be defined as anti social behaviour, please contact the estate office. Incidents will be logged and investigated. Serious or persistent behaviour will be investigated with the involvement of Plymouth Community Homes.

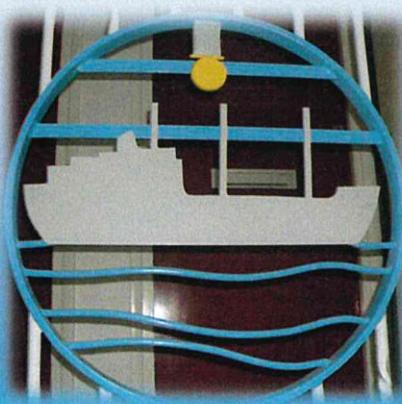
You may be asked to complete a form giving details of what has happened, when it occurred and who else was affected by the incident. Evidence is critical to resolve many issues. In addition to completing a diary sheet, you may be asked to take audio or video recordings.

There are several ways in which your complaint can be dealt with and if you want it to remain confidential, you can be assured that this will be respected.

The majority of complaints received at the EMB Office are successfully resolved.

Anti-social behaviour within the estate is not tolerated and formal action will be taken in partnership with the Landlord if necessary.

Please also remember to report any criminal activity via the 999 emergency number or by calling 101 for non urgent issues. There is also the Devonport Police office on Chapel Street which is open Monday to Saturday for walk in enquiries and reporting. If you need directions, please ask the estate office.



# Pets Policy



In line with changes to national Government policy, Pembroke EMB supports responsible pet ownership. Pet ownership is permitted, including cats and dogs. Please make sure you give full consideration to the responsibilities associated with pet ownership. Dogs can be a lot of work and you will need to make sure your dog is exercised and doesn't cause a noise nuisance when left alone.

If you'd like more information about looking after a pet, please contact the estate office. There are also some useful guides about pet ownership and associated costs available online to download, such as from the British Veterinary Association:

<https://www.bva.co.uk/pet-owners-and-breeders/choosing-a-pet/>

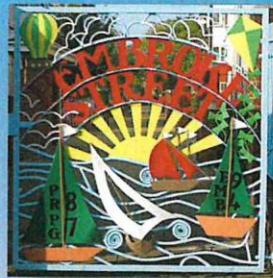
In keeping with the law, any pets that leave the home need to be microchipped. You may also be asked to complete a form giving details about the animal and to sign a responsible pet owners agreement to indicate you will abide by the PCH pets policy.

Cats living in upper floor flats will not be able to leave the home due to being unable to gain access to the block via the communal doors.

Please make sure that you pick up after your dog if you exercise it on the estate. Please report any dog fouling to the estate office. We want to keep the estate clean and safe for everyone and we will pursue formal action against anyone who doesn't pick up dog mess.



# Gardens



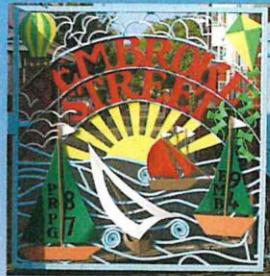
If you live in a ground floor flat, it is your responsibility to ensure that your garden is maintained. This forms part of your tenancy agreement. This includes grass cutting, shrub maintenance and keeping your garden litter and weed free. The EMB know that this can sometimes be difficult, especially if you are elderly or disabled .

If you have difficulty in maintaining your garden, then please let the office know. If possible, the EMB will put you on the garden assistance list which provides an affordable monthly grass cutting service.

Well kept, attractive gardens are very important to the overall appearance of the estate. You don't have to be an expert gardener, but it is appreciated if your garden is kept neat and tidy.



# Car Parks

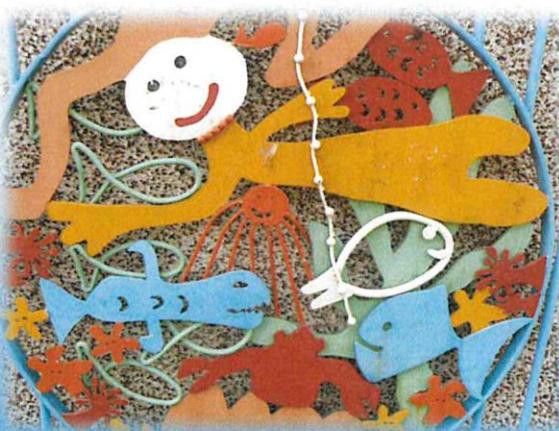


Car parking throughout the Estate is not sufficient to meet everyone's needs.

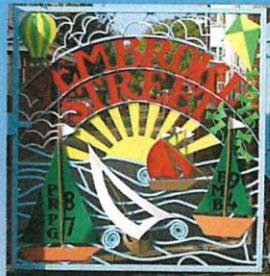
For this reason it is not possible to allocate individual spaces as there are not enough to go around. The only exception to this is if you are a blue badge holder. If this is the case you can apply for an allocated space.

Because of limited parking spaces, it is expected that all residents will avoid parking vehicles if they are not in regular use, such as camper vans. There is additional on street parking on the roads around the perimeter of the estate.

Please also report any vehicles which may be abandoned by contacting the EMB Office.



# The Board of Directors



The management of Pembroke Street is resident led and democratically controlled. The Board of Directors is comprised of a majority of resident representatives plus housing officers and external people with specialist skills.

The board members are responsible for all the housing management functions except for rent collection and major repairs which remains with the landlord, Plymouth Community Homes. Additional activities also come under the remit of the Board such as youth work and other community projects and services.

Election to the Board is open to anyone who lives on the Estate. If you would like further information, then please ask at the office where you can have an informal chat about what is involved.

Your board and staff team are very proud of the EMB's achievements and would welcome anyone interested in becoming involved. If you have time to spare why not come along and find out more about what we do?



# Policies



The Estate Management Board has a number of policies and procedures which help to determine how services are delivered and managed. The following policies are of particular relevance to residents and can be downloaded from our website at [www.pembrokestreet.co.uk](http://www.pembrokestreet.co.uk)

- The '**equality policy**' which sets out our approach to ensuring how services are delivered so that they are inclusive.
- The '**complaints and comments policy**' is there to set out what happens when things go wrong and how we invite general feedback.
- The '**data protection and confidentiality policy**' sets out how we manage and process data.



# Youth & Community



There are usually lots of activities to get involved in throughout the year in and around the estate. This includes one off events on the estate such as summer fun days, alongside weekly social groups and advice and guidance sessions.

PEMB have been working to support young people for over 30 years. We work with children, young people and parents throughout the whole of Mount Wise as well as those living on Pembroke Street.

We have a youth leader who is in overall charge at the sessions, plus a team of volunteers who help to run the activities. The sessions are held during term time at the Community Rooms opposite the estate office on a Tuesday evening from 5.10pm – 7pm for primary school aged children. There are also daytime centre based activities offered during school holidays. Please ask at the office for more details including a registration form.

During the school summer holidays there are normally a range of activities and outings for all age groups including family day trips. All activities are subsidised so that costs are kept to an affordable level.

Please note that all our volunteers have to complete a DBS check where any criminal convictions have to be disclosed.

We welcome interest in volunteering from local residents. Without volunteers, many of the services we offer wouldn't be able to operate. Please get in touch to find out more.



# Useful Phone Numbers



**Pembroke St Estate Office: 607277**

**Plymouth Community Homes (out of hours repairs line):  
0808 230 6500**

**Police non emergencies: 101**

**Plymouth City Council: 668000**

**South West Water: 0344 346 2020**



# TENANT WELCOME PACK

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SAVING YOU TIME, MONEY AND EFFORT

Inside this pack, you'll find simple steps for setting up your energy account, understanding your options, and keeping your home warm and running smoothly from day one.





## Getting Started

We work with Plymouth Community Homes - Pembroke Street to ensure that your Electric and/or Gas supplies are in working order for you from when you move into your new home!

## What you need to do now!

**Your energy supplier is British Gas.**

You will need to contact them to register your home move, set up your account, and provide them with your meter readings.

Contact British Gas on **0330 808 3880**

Mon-Fri 8am-6pm and Saturday 9am-2pm

Alternatively, you can register your home move online:

[www.britishgas.co.uk/discover/home-move](http://www.britishgas.co.uk/discover/home-move)



Move in to your  
new home



Take meter  
readings



Register with  
energy supplier



## Priority Services Register

The Priority Services Register (PSR) is a free UK wide service which provides extra advice and support, including when there's an interruption to your electricity or gas supply.

You can register if you:

- Are over 65
- Have a disability or long-term illness
- Rely on medical equipment in your home
- Families with children aged 5 and under (less than 6 years old)
- Have gone through a recent bereavement, break-up or job loss
- Are recovering from a hospital treatment
- Are living independently for the first time

## British Gas' Priority Services Register

- If you're a credit customer, please call **0800 0728 625**  
(Monday to Friday, 8am to 6pm & Saturday 9am to 2pm)
- If you're a Pay As You Go customer, please call **0800 294 8604**  
(Monday to Friday, 9am to 5pm)
- Or visit [www.britishgas.co.uk/priority-service-register/psr-form](http://www.britishgas.co.uk/priority-service-register/psr-form)

# TYPES OF METERS



If you have a **prepayment meter**, you pay in advance using your meter key or card at a Pay Point shop.



If you have a **credit meter**, you consume electricity/gas first and settle the payment later when you receive your bill from the energy supplier.

Bills can be paid via direct debit, cash or cheque. You can discuss your preferred payment method further with your energy supplier.



With a **smart meter**, you have the flexibility of both payment options, and your supplier can remotely communicate with and connect to your meter.



Additionally, you should receive a helpful In-Home Display, allowing you to monitor your real-time energy usage and enhance awareness of your consumption patterns.

## Where can you find your meters?

If you live in a house, the energy meters should be situated within a designated box on either side of the house or positioned on the ground in close proximity to the house. There may be instances where the meters are located indoors, though this is unusual.

If you live in a flat, the meters are typically grouped within a communal area. To gain access to your meter box, you will need a meter key. If there isn't one in your residence already, these keys are both affordable and readily available for purchase at various DIY stores.





## ENERGY SAVING TIPS



### Read your Electricity & Gas bills

Taking the time to read your bills can help you see how much energy you're using. Always try to give regular meter readings to your energy supplier, to ensure you receive accurate bills.



### Control when you use your heating

Utilise your programmer or thermostat to schedule heating and hot water for convenient times, as settings may be currently tailored to the previous occupant's needs. Adjusting the room temperature to between 18-21 degrees is also recommended. If your radiators have a numbered heat valve, you can adjust them to suit each room.



### If you're not using it... turn it off

Seems obvious but turning off your lights when you're not in the room and making sure that you don't leave devices on standby can save you £55 a year.



### Save when you shower

Spending just 1 minute less in the shower can shave money off of your energy and water bill each year. Do you leave your shower running to get warm? By leaving showers running, you will be increasing your bills.



### Draught proofing

The Energy Savings Trust says draught-proofing your home to block unwanted gaps that let cold air in and warm air out, means you'll use less energy to heat your home. You'll save money as well as make your home snug and pleasant.



### Do your clothes wash on a lower heat

Reducing your washing loads by one or two a week, ensuring the machine is fully loaded each time, and washing at 30°C can lead to savings of £27 per year.



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## TAKE CARE

Don't forget to call **British Gas** to register your move in and provide them with meter readings.

If you need help or have any questions regarding the information above. Call us on **01733 646253** or email us on [info@greenenergyswitch.co.uk](mailto:info@greenenergyswitch.co.uk)



[www.greenenergyswitch.co.uk](http://www.greenenergyswitch.co.uk)

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Since first forming as a residents association in the 1980's, There has always been a desire to improve the living conditions for residents alongside building an inclusive and welcoming community. We hope that by organising and funding a range of events and projects, we are helping to achieve that aim. The photos over the next two pages highlight some of the ways that happens. As a new resident, we hope that you will feel able to get involved in any way you feel is right for you. You can be assured of a warm welcome. We look forward to seeing you soon.





